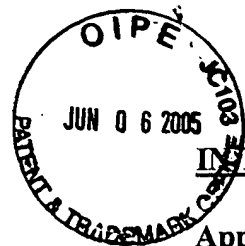


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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Debra L. Beibsheimer, et al.

Docket: 14069

Patent No.: 6,853,998

Dated: June 2, 2005

Issued: February 8, 2005

For: CUSTOMER SELF SERVICE SUBSYSTEM  
FOR CLASSIFYING USER CONTEXTS

Certificate  
JUN 0 8 2005  
of Correction

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

REQUEST FOR CERTIFICATE OF CORRECTION

Sir:

It appears that errors have been introduced in the course of printing the Patent issued in the above application, and it is respectfully requested that the Commissioner issue a Certificate of Correction in the following respects:

Column 19, Line 60, after algorithm, add:

--that receives historical user interaction data including data relating to past user queries entered into the system and associated user context for users, and learns how user context attribute values map to user context attribute functions to improve said context attribute functions, said classifier utilizing improved context attribute functions --

Column 20, Line 7 "with more enhanced functions."

should read

-- with said improved functions. --

JUN 9 2005

**Column 20, Claim 4 should read**

**-- The user context classifier for a customer self service system as claim in Claim 3, wherein said system further includes a user interaction database comprising said data relating to past user entered into the system and associated user contexts for particular users, said data from the user interaction database serves as a training set for said supervised learning algorithm to enable continuous improvement of said functions in said context attribute function database. --**

**Column 21, Line 1, after algorithm add:**

**-- for receiving historical user interaction data including data relating to past user queries entered into the system and associated user context for users, and learning how user context attribute values map to user context attribute functions for improving said context attribute functions, said classifier utilizing improved context attribute functions--**

**Column 21, Line 14 “ with more enhanced functions.”**

**should read**

**-- with said improved functions.--**

**Column 21, Claim 14 should read**

**-- The method as claimed in claim 13, wherein said data from user interaction records serves as a training set for said supervised learning algorithm to enable continuous improvement of said functions in said context attribute function database. --**

**Column 21, Line 62 “steps of;” should read -- steps of: --**

**Column 22, Line 14 after algorithm, add:**

**-- for receiving historical user interaction data including data relating to past user queries entered into the system and associated user contexts for users, and learning how user context attribute values map to user context attribute functions for improving said context attribute functions, said classifier utilizing improved context attribute functions --**

**Column 22, Line 29 "with more enhanced functions."  
should read  
-- with said improved functions. --**

**Column 22, Claim 24 should read**

**--The program storage device readable by machine as claimed in claim 23, wherein said data from user interaction records serves as a training set for said supervised learning algorithm to enable continuous improvement of said functions in said context attribute function database. --**

**Respectfully submitted,**

A handwritten signature in dark ink, appearing to read "Steven Fischman", with a long horizontal flourish extending to the right.

**Steven Fischman**

**Reg. No. 34,594**

**Scully, Scott, Murphy & Presser  
400 Garden City Plaza, Suite 300  
Garden City, New York 11530  
(516) 742-4343  
SF/al**

# UNITED STATES PATENT AND TRADEMARK OFFICE CERTIFICATE OF CORRECTION

PATENT NO : 6,853,998

APPLICATION NO : 09/778,378

ISSUE DATE : February 8, 2005

INVENTOR(S) : Debra L. Beibsheimer, et al.

It is certified that an error appears or errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Column 19, Line 60, after algorithm, add:

-- that receives historical user interaction data including data relating to past user queries entered into the system and associated user context for user, and learns how users context attribute values map to user context attribute functions to improve said context attribute functions, said classifier utilizing improved context attribute functions --

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should read

-- with said improved functions. --

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JUN 9 2005 JUN 9 2005

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**PATENT NO. 6,853,998**

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